

Complaints Procedure

At The Den we aim to provide you with the best possible service we can deliver. However, if there is an area where you are dissatisfied, please tell us. Unless we know we are unable to put it right. In the event of you needing to make a complaint, we have a procedure to follow ensuring your complaint is dealt with professionally, confidentially and efficiently.

In the event of you not being satisfied then:

1. Approach or make an appointment with Anna Griffin, who will complete a complaints record and deal with the issue as soon as possible. You will be provided with written account of any action taken within 28 days.
2. If you are unhappy with the outcome of this or you have a Child Protection/Safeguarding concern then contact:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone 0300 1234666

Parents

Ofsted
raising standards
improving lives



Ofsted registers, regulates and inspects childcare for children aged from birth to 17 years.

Registered childcare providers and childminders have to meet requirements in the early years foundation stage statutory framework and/or the Childcare Register. These requirements relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 31 August following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell us:

- Is the childcare good?
- Can it be made better?
- Do you have any concerns?

If you want to tell us anything about your child's childcare, you can write to us at:

enquiries@ofsted.gov.uk

**Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD**

If you have a concern or complaint, you can ring:

0300 123 4666

For more information, search for 'Guides for parents: how early years settings are inspected' or scan the QR code:



If you would like information about the availability of childcare in your local area, please visit www.gov.uk/find-local-council to find your local council.

Date: 01.09.20	Signed: AGriffin
Date: 17.06.2025	Signed: AGriffin